



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
SENIOR CITIZEN ADVOCATE
HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position is responsible for leading the advancement of services for seniors in the City. Advocates, develops and promotes a comprehensive, coordinated system of services and programs for seniors and helps caregivers to coordinate their individual and collective efforts. Reports to the Deputy Director of Human Services.

ESSENTIAL JOB FUNCTIONS

Provides staff support, advising and guidance to the Task Force on Aging; leads implementation of the action plan developed by the Task Force; identifies current and future needs of the aging population and spearheads efforts of community leaders to address needs to include promoting active living among seniors, providing safe and affordable housing, improving geriatric mental health issues and transportation needs of the growing senior population.

Serves in a leadership role in developing and promoting partnerships among agencies serving the aging population; creates and perpetuates the opportunity for human service agencies to work together to coordinate services and referrals; organizes community forums and training opportunities for seniors, caregivers, and service providers regarding current issues related to the aging population.

Provides for networking opportunities for local agencies; provides information and assists in marketing services and resources for seniors and their families; provides orientation to seniors, their families and caregivers to empower them to become advocates on legislative issues relating to the senior population.

Serves as a liaison to federal, state and local agencies, state communities, professional boards and task force groups related to senior issues. Collaborates with other agencies to develop and coordinate resources in order to establish effective working relationships; prepares reports and receives and make appropriate referrals. Remains abreast of current statewide policy initiatives, best practices and legislation related to senior issues.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Human Services - Comprehensive knowledge of social work principles and practices including federal, state, and local regulations affecting human service programs. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services to senior citizens.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Critical Thinking - Using logic and reasoning to understand, analyze, and evaluate complex situation and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation.
- Judgment/Decision Making – Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations.
- Computer Skills - Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

REQUIRED ABILITIES

- Time Management - Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines.
- Communication - Excellent ability to communicate ideas and proposals effectively to diverse audiences to include preparing and conducting training, preparation of reports, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in Social Work, Gerontology, Public Administration or related field and 5-7 years of progressively responsible experience in social work, human services or community-based care for senior citizens or an equivalent combination of education and experience. Master's Degree in Social Work is desirable.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.